

## Frequently Asked Questions about Booking a Course

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### Do you need help making a booking?

Call us on 0800 028 3866 or [email](#) with your questions and let us know a time and date to call you back.

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#### Q. Do I have to register?

A. Registering means you can reserve your place immediately.

We will ask for

- your name
- email address
- contact number
- the name of any delegates coming on the course and their email to send course documents to.

Registering allows you to pay on line and receive booking confirmation immediately.

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#### Q. What information will I receive before the course start date?

A. Following your booking, within 24 hours we will send you –

- **Pre-course Work & Guide:** an overview of the course programme and 4 questions to help us understand the issues you deal with and identify what you hope to get out of this course. Takes up to 30 mins to complete.
  - **A link to our recommended reading list:** the best books in the marketplace on workplace mediation as selected by our experts.
  - **Venue details:** including travel options and hotel information.
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#### Q. Are there discounts for multiple bookings and early bird bookings?

A. **Yes.** We can work out a package for you. Please call 0800 028 3866 or [email](#) with the course location, dates and number of delegates.

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#### Q. How can I pay?

A. You can choose to pay in a variety of ways

- You can pay by card online using a secure payment system Sage Pay
- Call and pay over the phone on **0800 028 3866**
- Call or [email](#) to request an invoice, including a purchase order number if required and an address for invoicing



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If you have any questions about the course or about which course would suit you best then please call and ask to speak to a trainer on 0800 028 3866 or [email](#) with a time and date to suit you.